

### ABSTRACT OF THE DISCLOSURE

A productivity measurement method and system in which work item status, exceptions, work item jeopardy and related information are automatically recorded and updated in a database in real-time as tasks are being performed. To-do lists are displayed on the worker's computer so that when the worker selects an item to begin working on it, an indication that the item has been selected is stored in an activities table in a database along with an indication of the time of the selection. As exceptions are encountered, the worker makes selections from the display to indicate that an exception has been encountered and the type of exception. An indication of the type of exception and the time that the exception selection was made are stored in the activities table. All of this activity information is automatically processed in real-time. Productivity reports can be automatically generated at any time from this information.